

Bert Zhang creates systems and experiences that enrich the lives of others, usually by making them smile or think.

bert.work | [linkedin.com/in/bertzhang](https://www.linkedin.com/in/bertzhang)

EDUCATION

Master of Human-Computer Interaction and Design | University of Washington

August 2017 | Seattle, Washington

- Capstone project: Springboard, a service that builds relationships between immigrant parents and school staff

Bachelor of Arts in Music Composition, Music Technology | University of Illinois at Urbana-Champaign

May 2016 | Champaign-Urbana, Illinois

- Minors in Art+Design, Computer Science, Informatics

EMPLOYMENT

User Experience Intern | John Deere

May 2016 – August 2016 | Moline, Illinois

- Uncovered user needs via surveys and focus groups
- Evaluated web apps for usability and brand compliance
- Built Sketch UI kit for rapid high-fidelity prototyping

Web Designer/Developer | Krannert Art Museum

October 2015 – May 2016 | Champaign, Illinois

- Developed information architecture for online collections
- Produced high-fidelity prototypes of new website
- Translated print design into digital visual design system

Marketing Communications Intern | Wolfram Research

May 2015 – August 2015 | Champaign, Illinois

- Created content for company social media accounts
- Analyzed and monitored online technology communities

Network Technician Coordinator | University of Illinois

Housing Residential Technology Services

Aug 2013 – May 2016 | Champaign-Urbana, Illinois

- Supervised, trained, and advised network technicians
- Rebuilt internal department website and public webpages
- Wrote manuals for how to interact with customers
- Troubleshoot user issues via email, phone, and in person

SPECIALTIES

Interaction and service design

- Design system development
- Information architecture
- Behavioral, spatial, and digital prototypes

Design research

- Contextual inquiry
- Usability testing
- Comfortable creating new methods

Game design

- 20+ physical, tabletop, and digital games
- Games for community building, education

Accessibility

- Can use Apple VoiceOver with eyes shut
- Familiar with W3C standards

Miscellaneous

- Logos and lettering
- Film pre-thru-post-production
- React, Firebase, Underscore, jQuery, Gulp
- Java, C++, Scheme
- Chinese, Japanese (elementary)